



*National Network of Libraries of Medicine  
Pacific Northwest Region*

*Connections Provided Here*

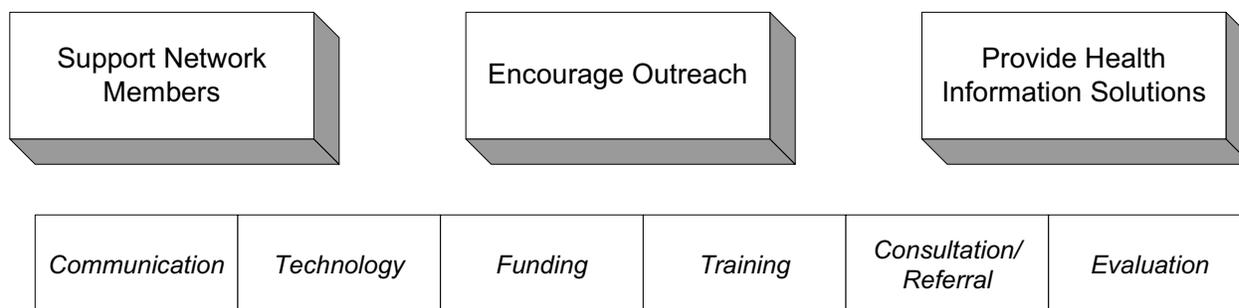


*Notes for NLM's Site Visit, October 21, 2003*

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## PNRML Themes & Tools



# Network Member Comments

## 1. What are the needs of the region and how is the RML addressing those needs? Are there any unmet needs? If so, please describe.

*Beshia Popescu, Librarian, St. John Medical Center, Longview, WA*

Needs of the region: resource sharing, promoting standards of practice, CE, mentoring newcomers, ... etc.

RML has been a great resource that met my needs for information guidance related to DOCLINE, ILL, Reference, Electronic content license issues. My experience has been that RML staff are knowledgeable, courteous and prompt in responding to calls.

*Bob Pringle, Director of Library Services, Intercollegiate College of Nursing/WSU, Spokane, WA*

Communication between library staff, development of improved services to users. RML helps us communicate with Listserv, programs at meetings, & advisory groups. Offers grants targeted on improved services, new populations to serve, etc.

Continued support for improved services, such as Electronic Doc Delivery - under way.

*Ellen Howard, Librarian, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA*

In my case, I focus on the health information needs of refugee/immigrant populations and the providers who serve them. There is not enough multimedia health and health services information for low literacy or non-English speaking patients/consumers - especially information that is culturally appropriate. This is a national problem. Each informational piece is extremely labor intensive to produce and keep up to date. There is no profitable market for this type of work, the work is not well coordinated and programs not sustainable. The RML is encouraging groups in the region to undertake efforts to reach these populations and trying to get programs networked at many levels.

*Jodi Palmer, Assistant Director, Western Washington Area Health Education Center, Seattle, WA*

Our western Washington region has small hospitals, many of which are deemed Critical Access Hospitals. These hospitals seem to have very limited medical library services and could benefit from consultation on developing and maintaining medical library services.

*Jane Saxton, Bastyr, Librarian, Kenmore, WA*

It is evident that more and more people are using complementary and alternative medicine, and are willing to invest a great deal of both time and money in various treatments that are still offered primarily outside the conventional medical establishment.

Documentation of this trend can be found in David Eisenberg's 1998 study, "Trends in Alternative Medicine Use in the United States, 1990-1997, Results of a Follow-Up National Survey."

(JAMA, 1998;280:1569-1575) David Eisenberg is a primary care internist and is currently the director of Harvard's undergraduate and continuing medical education programs on alternative medicine. Some of the most interesting findings in this JAMA study were:

- Visits to alternative medicine practitioners increased from 427 million in 1990 to 629 million in 1997, thereby exceeding total visits to all US primary care physicians.
- Estimated expenditures for alternative medicine professional services increased 45.2% between 1990 and 1997, with at least \$12.2 billion paid out-of-pocket. This exceeds the 1997 out-of-pocket expenditures for all US hospitalizations.
- Total 1997 out-of-pocket expenditures relating to alternative therapies were conservatively estimated at \$27 billion which was comparable with the projected 1997 out-of-pocket expenditures for all US physician services.

The West Coast in general, and the Pacific Northwest in particular, lead the nation in usage of complementary and alternative medicine. Washington State has a progressive "every category of provider" law which mandates insurance coverage for all appropriately licensed practitioners ([www.insurance.wa.gov/consumers/health/everycategorylaw00](http://www.insurance.wa.gov/consumers/health/everycategorylaw00)).

Therefore, the Pacific Northwest has a pressing need for credible, evidence-based information on CAM that is accessible and comprehensible to health care consumers as well as practitioners. The Bastyr University Library, which specializes in science-based natural medicine, was recently added to the RML/PNW's Resource Library Advisory Group, which is an excellent first step in addressing this need.

*Kathy Fatkin, RN MLS, Librarian, Medical Library, Eastern Idaho Regional Medical Center, Idaho Falls, ID*

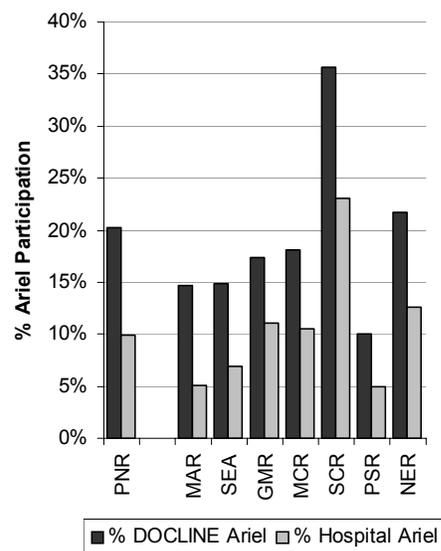
Thanks for asking! The needs of the region are probably beyond my understanding but I can speak for my little corner of it in Southeast Idaho. My biggest need is information about the best practices in medical libraries and how I can do the things that others are doing. The newsletter and email alerts from the RML really help with that.

My second greatest need is document delivery. The RML does a great job in helping me keep my Serhold information up to date, my routing tables working and then teaching me how to use LinkOut and add my holdings to the system. It has been great. Susan Barnes has been coming to Idaho to share the how to do it with us and then following up with wonderful articles that help me complete the process.

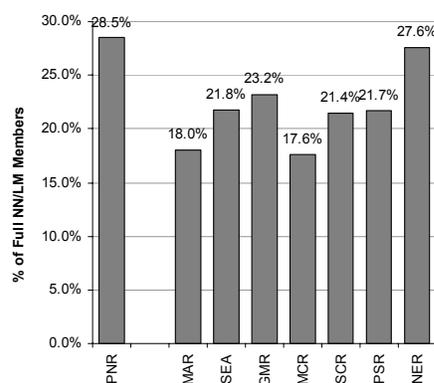
I also need an easy way to pay for ILLs and the regional library has encouraged me and others to join EFTS. It has been a great help with paying for ILLs (Just wish all the resource libraries in our region would bill that way too - Come on UWHSU and OHSU).

The RML has sent me a great resource that I use very frequently. The directory - IN PRINT. I love being able to quickly find the

**Ariel Participation**



**LinkOut Participation**



fax number or phone number of a library that I just sent a request to. I know it is also available on DOCLINE but I still love print and keep the directory so handy that it is much faster than clicking on the DOCUSER code and printing out the numbers so that I can use it on my Fax machine!

Another wonderful resource is our regional medical library list. I can ask any question to the list that is moderated by our RML and almost always get a response back the same day with advice or help that answers my question. Although I am in a 1.4 FTE library, I never feel alone. I can get help in the region right away. I also monitor MEDLIB-L, but I feel so much more secure in asking for help in our own region. HLIB-NW doesn't have the problems with flaming replies that the other list does. Of course there is a problem with the occasional attachment and worm/virus trying to sneak in... and along that line the website is terrific too with lots of links to some great resources. My favorites are the pathfinders. I use them to help me keep current in how to search online.

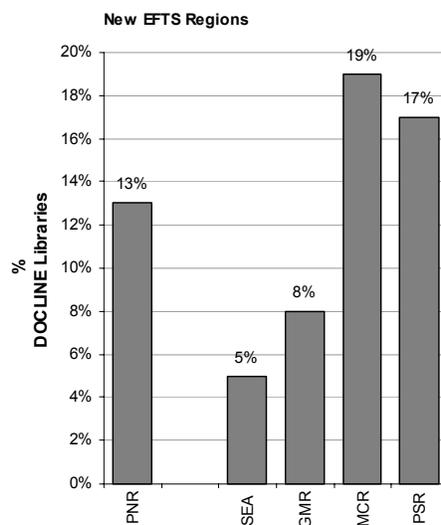
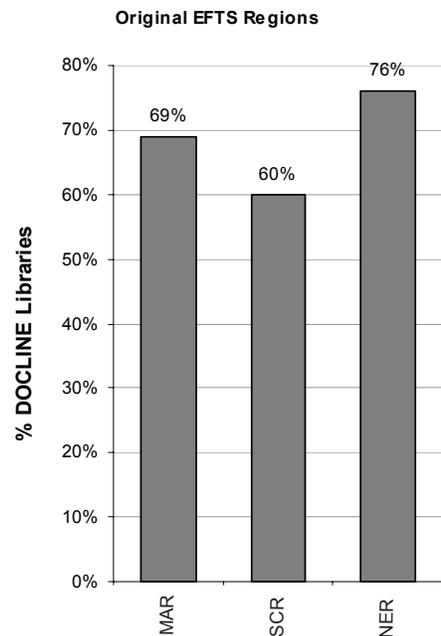
My unmet need is to be able to send copies of articles from my library to others via PDF. I have not been able to get extra money in my budget for the equipment (a scanner with document feeder) and the software, Adobe Acrobat (not just free reader). Since I had to ask for extra money to replace my lost journals from the Faxon-RoweCom bankruptcy, I don't dare press the issue, since it is more to meet the needs of those we lend to rather than filling requests from our staff. I can happily read & print the lovely PDFs that get sent my way from other libraries.

I also have a community unmet need in that I really do not share my collection within the region our hospital serves. I have sent a copy of my book list to the regional public library group to enter into their catalog system, but I don't have an OPAC that is searchable on the web. I actually still use a paper card system since my book collection is only about 650 titles.

So I sometimes feel out of date and behind the curve in library technology but my patrons find the services invaluable and think the library is fantastic. That is because with the wonderful support we get from the RML and NLM, we almost always can fill their information requests in a pretty timely fashion.

*Pam McBride, Grants Coordinator, Clearwater Valley Hospital, Orofino, ID*

I come primarily from a consumer health/public library perspective. Right now, I think knowledge of existing resources is a key need. MedLinePlus is a great consumer health resource, and I didn't know about it as a public librarian until I saw a grant opportunity. RML staff have been great about explaining resources, answering questions, and making introductions with others in the region. Their personal touch has been a great benefit, thanks to their introductions and training, our NLM grant has been a success. Physicians are starting to use online resources, and just yesterday I had a public library board member tell me he now hears patrons asking about using MedLinePlus by



name, and staff members making frequent referrals to the resource.

*Rosemary Courtwright, Librarian, Kitsap Regional Library, Bremerton, WA*

Needs of region: As a public library reference librarian, learning about/being reminded of the people, print, online and other resources of the National Library of Medicine is a need being met through this email listserv.

*Sandra Brayson, Librarian, VA Medical Center, Portland, OR*

The RML is great as a communicator. I appreciate getting all the information about the changes on my e-mail. I have a very specific comment and suggestion about Linkout. Could we have the icons appear on the summary display as well as the Abstract and Citation? Thanks.

*Sheila Weir, Online Services Librarian, Program for Appropriate Technologies in Health, Seattle, WA*

My experiences with the regional office has been nothing but great. I have attended a few training sessions which were very worthwhile especially when I was new(er) to medical librarianship. I also have not hesitated to call when I am stuck on finding resources.

*Carolyn Adams, Manager, Library Services, Legacy Good Samaritan Hospital and Medical Center, Portland, OR*

Small libraries in a large geographic region, special needs from my perspective include:

- Facilitating in ILL automation and document delivery - RML does a good job through classes, information in website and through Susan Barnes.
- Classes offered throughout region for those who can't get away for meeting.
- Expert consultation from RML staff.

Unmet need - perhaps not under RML's purview. Many small libraries could greatly benefit from consortium contracts or group purchases of online full text resources. Some states do this and it would be very advantageous to us. It would save money and license negotiation time.

*Jean Pasche, Librarian, Pacific Northwest Research Institute, Seattle, WA*

The RML is addressing my organization's needs through continuing education and always being available for information and advice re: NLM, Docline, PubMed, etc.

*Vicki Croft, Head, Health Sciences Library, Washington State University, Pullman, WA*

Our region is sparsely populated, in most part, with relatively few resource libraries. The PNR has been very helpful in bringing us and our needs together in a number of ways — the Update session at PNC/MLA meetings, with email and the listserv, by increasing the number of resource libraries in the region, etc. The regional



Sherrilynne Fuller,  
Director



Neil Rambo, Associate  
Director

directory, which is now online and in paper, is a valuable tool for anyone in the region who is trying to find and contact libraries and librarians in a specific location.

*Susan Klawansky, Librarian, Children's Hospital & Regional Medical Center, Seattle, WA*

I can't speak for the region, only for our library, but it always astonishes me how much the RML does, is involved in and can help. Just a short list of ways in which this RML has provided assistance which has had direct benefit to our library and institution:

- CE Survey conducted annually which helps shape our local CE opportunities.
- Is Ovid taxable? - RML has worked to help resolve this one, with direct financial benefit to us.
- Awarding of grant to Children with Special Health Care Needs program here at Children's for outreach to parents of such kids.
- Negotiation of online journal packages with Ovid, at consortial pricing well below what most of us could afford otherwise.
- Developing ability to upload SERHOLD data into OCLC, saving us work AND making our serial holdings known to the wider world.
- Promotion of Task Force seeking solutions to IT problems - this is an area in desperate need of help.
- Help with development of electronic document delivery.
- Assistance in the use of NLM products.
- Help in finding library support for a physician whose hand we held for 3 years and who has now moved to another region.
- A rather eclectic list, wouldn't you say? They do it all, and they do it so well.

*Laurel Egan, Librarian, St. James Community Hospital, Butte, MT*

They are addressing the needs of the region by collaborative work that is being done between the RML and the librarians in the Pacific Northwest. They have an open door policy that allows librarians and other professionals access to their services.

## **2. How have you as a NN/LM Network Member provided input and feedback into the RML program?**

*Beshia Popescu, Librarian, St. John Medical Center, Longview, WA*

As a fairly new member, I have participated in surveys, communicated with colleagues through HLIB-NW group, and attended MLA focus group discussions.

*Bob Pringle, Director of Library Services, Intercollegiate College of Nursing/WSU, Spokane, WA*

Through conversation, grant applications, advisory membership.

*Ellen Howard, Librarian, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA*

I have worked on a number of NNLM/NLM funded outreach projects for refugees/immigrants in Seattle who have limited English or no English. Doing this work I have been involved with community groups & other governmental/institutional groups. I let them know about NNLM/NLM materials and programs and tell NNLM staff about the groups with which I am working. As appropriate I have invited them to participate in activities.

*Jane Saxton, Bastyr, Librarian, Kenmore, WA*

The Bastyr University Library has both professional staff with great subject expertise and also the largest collection of complementary and alternative medicine resources in the Pacific Northwest. Although our university is a private, non-profit institution with funding and staffing constraints that affect outreach capabilities, I am committed to finding ways to advance the awareness of CAM research and resources in the region. The library webpage, for example, has detailed research guides on CAM searching in MEDLINE, botanical medicine, nutrition, and acupuncture and Oriental medicine. ([www.bastyr.edu/library/resources](http://www.bastyr.edu/library/resources)). This site also provides categorized and annotated links to online resources that have been evaluated by the library staff. I have many other ideas for expanding this informational resource.

*Pam McBride, Grants Coordinator, Clearwater Valley Hospital, Orofino, ID*

I've shared our successful grant proposal. I've attended trainings in Seattle during which I networked with staff and other NN/LM members. I've been in email contact with RML staff.

*Patty Owen, Manager, Health Promotion, Alaska Department of Health and Social Services, Juneau, AK*

By serving on the regional Consumer Health Advisory Committee.

*Carolyn Adams, Manager, Library Services, Legacy Good Samaritan Hospital and Medical Center, Portland, OR*

I have participated in this for 22 years as part of RML standing committees, the RAC, through PNC and directly with staff members and surveys.

*Jean Pasche, Librarian, Pacific Northwest Research Institute, Seattle, WA*

At WMLA meetings and in individual, casual conversations with RML staff.

*Vicki Croft, Head, Health Sciences Library, Washington State University, Pullman, WA*

I've always felt free to contact anyone at the PNR about problems, with suggestions, and questions. I've always felt that the staff were open to my suggestions and willing to act on them - to find answers, make complaints, pass on my ideas to the "higher



Susan Barnes,  
Resource Sharing  
Coordinator



Maryanne Blake,  
Education/  
Communication  
Coordinator

ups.” For example, I was concerned that PubMed is not including abstracts from cancer society proceedings and providing no links to the proceedings. I was encouraged to pass on my comments to a higher authority, which I did. The PNR also frequently asks questions of us, too, and we respond. Several months ago I was contacted for feedback about the outreach grants and how the process worked and suggestions for improvement.

*Laurel Egan, Librarian, St. James Community Hospital, Butte, MT*

I attended the a meeting in June of this year in Seattle that involved discussion of a wide variety of needs and concerns in our region.

### **3. How has the Pacific Northwest Regional Medical Library carried out its NN/LM goals? These goals are:**

- **To develop collaborations with NN/LM libraries to improve access to and sharing of biomedical information resources throughout the nation;**
- **To promote awareness of and access to biomedical information resources for health professionals and the public;**
- **To develop, promote, and improve access to electronic health information resources by network member libraries, health professionals, and organizations providing health information to the public.**

*Bob Pringle, Director of Library Services, Intercollegiate College of Nursing/WSU, Spokane, WA*

Helped us meet and communicate, offered programs that educate us, supports HLIB-NW, asks us how to target grants and then does that. Makes its services more easily used, e.g., mini-grant applications, easy reporting, accessible people.

*Brynn Beals, Librarian, St. Joseph Medical Center, Tacoma, WA*

Goal #3 - by providing grants for hardware/software to facilitate access to biomedical information (e.g. current funding opportunity for electronic document delivery).

*Ellen Howard, Librarian, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA*

In the work I have been doing they have encouraged me to seek funding for my outreach work. More importantly they have given me support in managing my budget/paperwork, obtaining needing equipment, creating useful Web based tools, and evaluating the projects. They also have alerted me to new opportunities and kept me informed of related projects/programs.

*Kathy Fatkin RN MLS, Librarian, Medical Library, Eastern Idaho Regional Medical Center, Idaho Falls, ID*

The RML works closely with all the libraries in our region and with the DOCLINE coordinator shares with us information on Freeshare, EFTS and other ways to improve resource sharing. The RML Staff always are willing to respond to questions and keep our directory up to date with information on who has



Linda Milgrom,  
Outreach  
Coordinator



Michael Boer,  
Information  
Technology  
Coordinator

collections for the public and health professionals. The RML staff is active in the PNW chapter of MLA and encourages librarians to help the public and share resources with all types of libraries. Grant funds have provided wonderful projects with multiple types of libraries in our region and to me the most impressive projects have been with tribal connections and bringing library information into the Native American communities.

Another wonderful project that I rely on is the OHSU website that gives me references for school nurses. I keep that bookmarked and refer to it often. I find the sharing of electronic information is terrific in our region.

*Pam McBride, Grants Coordinator, Clearwater Valley Hospital, Orofino, ID*

RML staff have provided onsite demonstrations of NLM resources to both health professional and the public in our area. They have also supplied promotional materials for our outreach efforts. In addition, they've made introductions and fostered collaborations between our small, rural hospitals and larger health science libraries. They've always been gracious with providing any assistance we've requested, and proactive with suggesting avenues we might explore to improve access to health information resources.

*Patty Owen, Manager, Health Promotion, Alaska Department of Health and Social Services, Juneau, AK*

Has provided information, materials and other resources. Has provided funding for improved access to electronic health information and other projects.

*Rosemary Courtwright, Librarian, Kitsap Regional Library, Bremerton, WA*

Kitsap Regional Library (KRL) is participating in two RML grants, one with the Bremerton NAACP, and one with the Center for Children with Special Needs. The KRL Director provided Library service information for the NAACP proposal and worked to connect NAACP members and library staff. I will be representing the library at a Health Information Access Workshop in Aberdeen intended to further working relationships between parents of children with special needs and librarians.

*Carolyn Adams, Manager, Library Services, Legacy Good Samaritan Hospital and Medical Center, Portland, OR*

The RML sends out tips on NLM online products and changes.

*Jean Pasche, Librarian, Pacific Northwest Research Institute, Seattle, WA*

Through the HLIB listserv (I consider this an essential service), the RML newsletter (via HLIB), training classes, specific alerts and updates.



Gail Kouame,  
Consumer Health  
Information  
Coordinator



Roy Sahali,  
Community  
Resources  
Coordinator

*Vicki Croft, Head, Health Sciences Library, Washington State University, Pullman, WA*

The PNR staff have a very good handle on the region — who is working where and doing what. So if any of us want to collaborate, we know who can help us connect. The annual PNR updates at PNC/MLA provide us with valuable information on PubMed and other database changes, what's happening with Docline, grant opportunities. As I mentioned above, the online and print PNR directory is a very important tool and I use it often. PNR assists us and provides funding for our participation as exhibitors at user association meetings and conferences. The outreach grants have provided support for reaching unaffiliated health professionals, such as workers in migrant clinics and veterinarians.

*Ronald Burroughs, Project Manager, African American Reach and Teach Health Ministry, Seattle, WA*

By providing very timely and content oriented training to local organizations within the Northwest.

*Laurel Egan, Librarian, St. James Community Hospital, Butte, MT*

Through programs, funding, and technical support.

#### **4. Have the programs in the Pacific Northwest Region made a difference for you? How?**

*Barbara Sherry, Librarian, St. John Medical Center, Longview, WA*

Support for electronic journal transitions, consortial resource enablement, and training.

*Bob Pringle, Director of Library Services, Intercollegiate College of Nursing/WSU, Spokane, WA*

Yes. Grants helped with research, equipment, services offered new groups, improved document delivery, expertise of staff with NLM services.

*Brynn Beals, Librarian, St. Joseph Medical Center, Tacoma, WA*

I rarely attend MLA so the CE offerings provided by PNR are VERY useful and appreciated.

*Charlotte Hardt, Assistant Director, AHEC at WSU Spokane*

The Pacific Northwest Region library folks have made the job of the Area Health Education Center at Washington State University easier by providing us with expertise and information that we utilize when we are “in the field” working with health care providers and facilities throughout eastern Washington State. It is great to be able to connect doctors, physician assistants, and nurse practitioners with Regional library folks — and to know that there will be prompt follow-up on the questions asked. We have recently been physically surveying every Rural Health Clinic in eastern Washington. RML provided us with library and internet access information to add to the packets we gave to each clinic. These have been very well received, especially the information about the consumer web site that providers can give to their



Cathy Burroughs,  
Assistant Director  
for the Outreach  
Evaluation  
Resource Center



Miles White, Writer

patients. We had several providers delighted about the information in Spanish.

*Ellen Howard, Librarian, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA*

They have given me a great deal of support - both in terms of allowing me and others I worked with to do a lot with relatively small amounts of money and encouraging me to continue when things turned out differently than planned. They acknowledged what I was doing and made sure others knew about my successes so that I felt like what I was doing was worth while. Without the backing of the NNLM I do not think the role of the librarian in EthnoMed would have continued to be so visible and respected.

*Kathy Fatkin RN MLS, Librarian, Medical Library, Eastern Idaho Regional Medical Center, Idaho Falls, ID*

Much of the knowledge I have of our region and how resource sharing works comes from direct contact with the staff at our RML. These people make a huge difference in the ability of my library to meet the needs of our staff and community. Susan Barnes has directly influenced my library with the personal demonstrations of LINKOUT for libraries. Linda Milgrom is always keeping me informed of updates and new things in PUBMED. I use both of these tools daily in the library and these two women answer every question I have in a timely fashion and often share questions that others pose on the listserv maintained by the RML.

*Pam McBride, Grants Coordinator, Clearwater Valley Hospital, Orofino, ID*

The personal touch provided by RML staff have helped our novice staff quickly and effectively kick off a campaign to introduce health care providers and the public to digital health resources. They prevented us from spending hours floundering, instead of providing services. Knowledge of regional issues and resources made this help more effective.

*Patty Owen, Manager, Health Promotion, Alaska Department of Health and Social Services, Juneau, AK*

Yes. Funding for special projects has improved access to health information in Alaska. Having close contact with the staff of the PNW Region has been a very valuable resource.

*Carolyn Adams, Manager, Library Services, Legacy Good Samaritan Hospital and Medical Center, Portland, OR*

Absolutely. They have been flexible, facilitated cooperation in a region that is sparse in members and resources, have acted as helpful consultants, have helped me apply for grants and programs from NLM, have educated me, given expert search assistance, humored me, kept me up to date and knowledgeable about important changes, helped make me a better librarian and were there to assist and encourage whenever I needed it. Great people.



Pat Chinn-Sloan,  
Fiscal Technician



Patricia Devine,  
Administrative  
Coordinator



Lucas Reber, Systems  
Assistant

*Jean Pasche, Librarian, Pacific Northwest Research Institute , Seattle, WA*

Very much so. Through the HLIB listserv as an essential communication tool and the PubMed training sessions which keep me current on changes and upgrades.

*Vicki Croft, Head, Health Sciences Library, Washington State University, Pullman, WA*

The tips and updates on PubMed have helped me in teaching classes to our faculty, staff, and students, and to keep up to speed on techniques and databases. I've used some of the searching examples in my classes. The background information and insight help me to answer questions about PubMed and other NLM databases. PNR staff have assisted me in exhibiting at regional conferences, by providing travel support, display materials, free giveaways, etc. As mentioned earlier, the Directory is very valuable. I also felt that the Resource Libraries' meeting in June was very successful, not only in the information presented, but in the networking opportunities.

*Ronald Burroughs, Project Manager, African American Reach and Teach Health Ministry, Seattle, WA*

Yes. They have provided a great deal of health related information that will help the community to be more proactive in dealing with health matters.

*Laurel Egan, Librarian, St. James Community Hospital, Butte, MT*

Yes. A tremendous difference. I am at an isolated rural hospital library. The RML has given me exposure to a larger framework. I have received a couple of small grants so that I might do outreach in my area which has been of value to our rural environment. In addition, the LWW journal database is an invaluable resource for my library.

## **5. What suggestions/recommendations do you have for future Pacific Northwest Regional programs and services?**

*Bob Pringle, Director of Library Services, Intercollegiate College of Nursing/WSU, Spokane, WA*

Keep finding the areas we need to improve, continue asking us about them.

*Ellen Howard, Librarian, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA*

In my area of focus, outreach to underserved minority consumers and creating resources for the clinicians and target populations, I can only applaud what the PNR staff has done to date and hope that they continue to support the efforts of the librarians in the field.

*Jean Pasche, Librarian, Pacific Northwest Research Institute , Seattle, WA*

Host more training sessions such as the one scheduled for June 2004 - Intro to Molecular Biology. I would also like to see the



RML take on responsibility for the Biotech Library group. Our needs do not always overlap with those of hospital libraries. It would be great if the RML could help organizationally - we now meet very infrequently. Biotech attendance at the WMLA annual meeting is sparse at best; there is need for a different agenda.

*Kathy Fatkin RN MLS, Librarian, Medical Library, Eastern Idaho Regional Medical Center, Idaho Falls, ID*

Continue to support the work of member libraries and encourage cooperation and resource sharing with Freeshare and other methods. Continue to provide leadership to move area health sciences libraries into the future and continue to support educational programs for librarians.

*Patty Owen, Manager, Health Promotion, Alaska Department of Health and Social Services, Juneau, AK*

Provide ongoing subcontracts with states to provide outreach and promote NNLM products.

*Carolyn Adams, Manager, Library Services, Legacy Good Samaritan Hospital and Medical Center, Portland, OR*

It's increasingly difficult to get funded for out of state travel — I would like more educational programs offered around the region. I am concerned about the next generation of medical librarians. There are so few of them and the courses offered at conferences usually are chosen for the majority who have many years of experience. I think they need some focused education and maybe some mentoring. I don't think there are as many in-depth educational opportunities now as there were 20 years ago and I see information gaps in the ability to critically assess resources and in-depth search techniques.

*Vicki Croft, Head, Health Sciences Library, Washington State University, Pullman, WA*

I would like to see more site visits from PNR staff to us in remote areas. Perhaps an annual visit to resource libraries by 2 or 3 PNR staff would be helpful. Maybe even Resource Libraries' meetings could be held at different sites, rather than just at the UW.

In all, I think the PNR and its staff are doing a great job. My colleagues in other regions are often surprised by how close my relationship is with the PNR staff and how helpful they have been. I value this good relationship, which my veterinary colleagues in other regions envy.

*Laurel Egan, Librarian, St. James Community Hospital, Butte, MT*

A continuation of their accessibility and insight into future library developments. Also, needed is the funding that can be obtained to implement goals.



## 6. What suggestions/recommendations do you have for NLM?

*Bob Pringle, Director of Library Services, Intercollegiate College of Nursing/WSU, Spokane, WA*

Continue to improve Docline, provide support so NN/LM members can enhance service to our users.

*Ellen Howard, Librarian, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA*

Create a rational information infrastructure that supports collaborative efforts to create and distribute materials for diverse populations and their providers. Allow a group like SIS to design software that supports the needed databases and materials (including non-Roman fonts, audio, video) and helps create/support/teach standards so that high quality materials can be quickly located, shared and kept in the public domain. These materials cannot be identified or distributed at present by linking to "trusted sources." Link these files to MedlinePlus.

*Kathy Fatkin RN MLS, Librarian, Medical Library, Eastern Idaho Regional Medical Center, Idaho Falls, ID*

The NLM is important in keeping knowledge based information available to practicing health care professionals. Please continue to provide the wonderful online products such as DOCLINE and PUBMED that make information accessible. Work with groups such as AHRQ to help disseminate information and keep the focus on evidence based medicine. Individual practitioners need assistance from their medical librarians to keep up with information and to organize the information into manageable amounts that can be utilized at the bedside. Remember to focus on library support as well as end users. Continue to work with JCAHO and other groups to ensure evidence based care can be delivered and keep the focus on access to information sources that are affordable and reliable. Keep the LINKOUT and free full text sources on PUBMED Central going and increase the amount of free online sources as much as possible.

*Patty Owen, Manager, Health Promotion, Alaska Department of Health and Social Services, Juneau, AK*

Revise Medlineplus materials and marketing strategies with feedback from states.

*Carolyn Adams, Manager, Library Services, Legacy Good Samaritan Hospital and Medical Center, Portland, OR*

I think they are doing an excellent job overall. I attended Woods Hole two years ago and it was the best and most valuable experience of my professional life. I am also happy to see that they are providing quality consumer health resources - I see internet based health choices as a significant public health issue - and it would be nice if Medline plus were a little easier to navigate for lay people.

I wonder about a Woods Hole type of event for new medical librarians that might focus on critical skills - understanding the

health care environment, critical assessment of resources, advanced search techniques.

*Vicki Croft, Head, Health Sciences Library, Washington State University, Pullman, WA*

I would like to see PubMed Central renamed. Library users think that PubMed Central is more complete and that's what they should be searching rather than PubMed. Abstracts from national cancer meetings should be indexed by PubMed and the abstracts either in PubMed or directly linked from PubMed. I would like to see the Compendium on Continuing Education for Practicing Veterinarians indexed in PubMed.

*Laurel Egan, Librarian, St. James Community Hospital, Butte, MT*

Recognize the great work that this RML does. They are highly professional, but approachable. Please feel free to contact me if you would like more details on my experience with the Pacific Northwest RML.

### **Additional Comments**

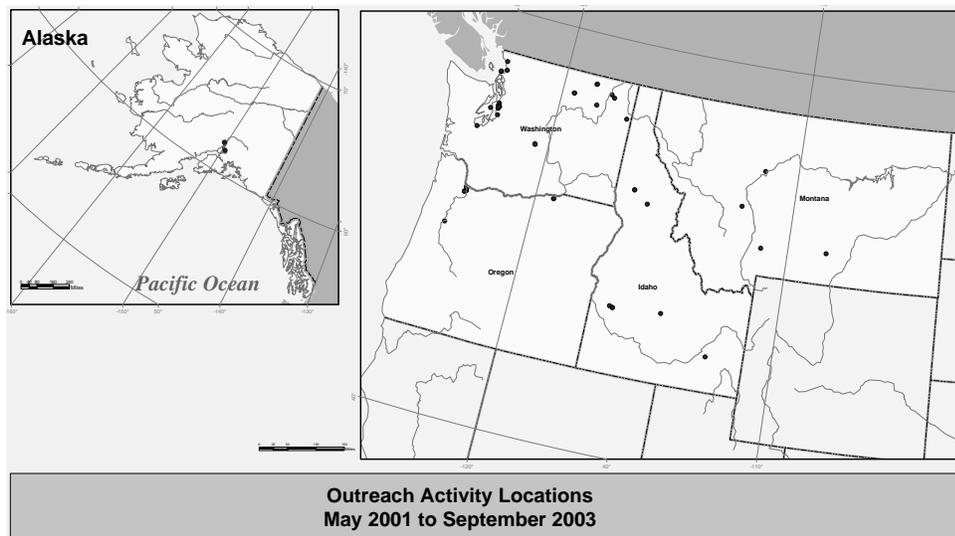
*Jim Henderson, McGill University:*

Greetings to all!

I have not replied to the field visit questions, as I am no longer in the Pacific Northwest and, when in BC, not in the NNLM region. However, I think NLM would like to know that many Canadians, including those at CISTI (repostings to the canmedlib of hlib-nw postings from nnlm@u.washington.edu are not uncommon, although not so frequent as a year or two ago) in Ottawa and myself in Quebec, rely on postings from the NNLM PNW Center for NLM and other news. It is a credit that the Center distributes so much news so fast and does it so professionally, and with the odd bit of tasteful fun.

Regards,

Jim Henderson, Health Sciences Librarian, Health Sciences Library & Osler Library of the History of Medicine, McGill University, Montreal, Quebec

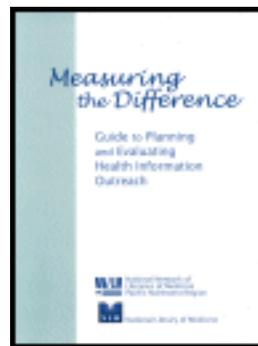


## *PNRML Based Centers and National Programs*

Significant contributions of the Pacific Northwest Regional Medical Library program are missed by focusing on core RML areas of effort alone. In other areas, the PNRML has provided national leadership in 1) applying evaluation principles and techniques to health information outreach, 2) reaching out to underserved populations—specifically, Native Americans—and learning how to work effectively with organizations in these communities, and 3) using the Web to deliver information and services. This leadership has led to the establishment of two national centers based at the University of Washington and has expanded an innovative outreach program into a multi-regional collaborative effort.

Following is a sketch of these three contributions:

**Outreach Evaluation Resource Center (OERC):** Planning and evaluation are an integral component of NLM-sponsored outreach activities. Good planning and evaluation are necessary to ensure that outreach activities are designed and implemented effectively and efficiently, achieve stated goals, and contribute to the growing knowledge base about NN/LM outreach. Based on an enhancement project begun in 1997, the OERC was established in May 2001, to help meet the outreach evaluation needs of the NN/LM. The OERC facilitates effective outreach planning and evaluation by conducting continuing education classes, providing information, consulting, and encouraging communication between RMLs to foster learning and the dissemination of best practices.



For more information refer to <http://nnlm.gov/evaluation/>. Catherine Burroughs is the assistant director for the OERC.

**Tribal Connections:** From 1998-2000, the PNRML led an NLM-sponsored outreach and internet connection program to provide assistance to 20 American Indian and Alaska Native villages and tribes in Alaska, Arizona, Idaho, Montana, Nevada, New Mexico, Oregon, and Washington. The aim of this connectivity was to provide access to and training in the use of online health information. Many people and programs on the reservations and in the Native villages participated in planning connectivity that leveraged tribal resources and delivered optimal benefit from Internet resources.



In 2000, with additional funding from the Bill & Melinda Gates Foundation, the PNRML hired a librarian to provide training in finding, evaluating, and using relevant health information in Navajo Nation communities. This project will end in January 2004, closing out a rich experience of providing needed service while at the same time learning how to be of service to these communities.

From 2002-2003, a case study approach to community-based outreach has been used in the Pacific Northwest. PNRML staff have comprised teams, augmented by an outside observer/evaluator that have been working with three tribes (in Washington, Oregon, and Idaho) to observe how this approach can contribute to tribal health promotion priorities. The outcomes and process of these cases will be evaluated in a report due in the fall of 2003.

For more information on Tribal Connections, refer to <http://www.tribalconnections.org/>. Roy Sahali is the Tribal Connections project manager, since 1998, and the PNRML community resources coordinator, since 2001.

**Web Services Technology Operations Center (Web-STOC):** Funded provisionally as a pilot project for Year 3, Web-STOC is an outgrowth of the expanding set of Web services that the PNRML has supported for the National Network of Libraries of Medicine beginning in 1994. These services now include an increasing number of dynamic and database-driven services, as well as many static html pages that provide essential information for our primary audience—the staff and clients of NN/LM’s members and affiliates. These services are the result of many individual and cooperative efforts performed by staff in all the RMLs. Web-STOC will continue to provide basic system functions, including system administration, account administration, database management, system policy-development, and technical consulting related to the NN/LM Web service. In addition, Web-STOC will take increased responsibility for requirements-development, technology direction, project coordination, if needed. RML staff across the regions will continue to play significant roles in the development and evaluation of NN/LM’s web based resources.

Michael Boer, PNRML Information Technology Coordinator, heads the Web-STOC project.



# Outreach Projects Funded

State	Award Type	Title/Target	Institution	Year 1	Year 2	Year 3	Total
ALASKA	Project	Alaska Health Education Library Project	State of Alaska DHSS, Division of Public Health		\$ 40,000		\$ 40,000
		Alaska Public Health Nurses, Needs Assessment	University of Alaska Anchorage	\$ 7,500			\$ 7,500
		Arctic Health Website	University of Alaska Anchorage	\$ 41,750			\$ 41,750
IDAHO	Project	Computer Health Literacy for Seniors in N. Idaho	Kootenai Medical Center, Coeur d'Alene	\$ 5,000	\$ 34,420		\$ 34,420
		Tribal Connections Project, Phase 3	Nez Perce Indian Tribe, Lapwai				\$ 5,000
MONTANA	Exhibit	Idaho Hospital Association Annual Conference	Kootenai Medical Center, Coeur d'Alene	\$ 1,000			\$ 1,000
		Voices of Hope	Voices of Hope, Great Falls			\$ 2,000	\$ 2,000
		Salish Kootenai College	St. James Healthcare, Butte		\$ 500		\$ 500
OREGON	Exhibit	Salish Kootenai College	St. James Healthcare, Butte		\$ 500		\$ 500
		Montana Library Association Meeting	Rocky Mountain College Library, Billings		\$ 500		\$ 500
		Cyber Health Camp	SW Oregon Area Health Education Center, Roseburg	\$ 14,828			\$ 14,828
WASHINGTON	Project	Health Access for Elders on the Internet	Oregon Health & Science University, Portland	\$ 29,800			\$ 29,800
		Locating Resources for Children at Risk	Oregon Pacific Area Health Education Center, Corvallis		\$ 14,858		\$ 14,858
		Tribal Connections Project, Phase 3	Umatilla Indian Tribe, Pendleton	\$ 5,000			\$ 5,000
WASHINGTON	Exhibit	Oregon Academy of Family Physicians	Oregon Health & Science University, Portland	\$ 500			\$ 500
		Oregon Rural Health Association	St. Charles Medical Center, Bend		\$ 500		\$ 500
		African Americans' Reach & Teach Health Ministry	AARTH, Seattle		\$ 40,000		\$ 40,000
WASHINGTON	Project	Central WA REACH	Washington State University, Pullman		\$ 22,020		\$ 22,020
		Families of Children with Special Health Care Needs	Children's Hospital & Regional Medical Center, Seattle		\$ 39,978		\$ 39,978
		Cross Cultural Health Care Resource Center	Cross Cultural Health Care Program, Seattle	\$ 15,000			\$ 15,000
WASHINGTON	Exhibit	Online Access to Reviewed Health Education Materials	Public Health - Seattle & King County		\$ 40,000		\$ 40,000
		Tribal Connections Project, Phase 3	Samish Indian Tribe, Anacortes	\$ 5,000			\$ 5,000
		X-Plain Vietnamese Breast Cancer Tutorial	Harborview Medical Center, Seattle		\$ 13,490		\$ 13,490
WASHINGTON	Planning	NAACP and Bremerton Community Groups	NAACP Affiliate, Bremerton			\$ 2,000	\$ 2,000
		Children with Special Health Care Needs	Children's Hospital & Regional Medical Center, Seattle	\$ 500			\$ 500
		Ellensburg Community Groups	Kittitas Valley Community Hospital, Ellensburg	\$ 500			\$ 500
WASHINGTON	Training	Health & Safety in Western Agriculture	Washington State University, Pullman		\$ 500		\$ 500
		Northwest Cancer Conference	Washington State University, Pullman		\$ 500		\$ 500
		Western Migrant Stream Forum	Washington State University, Pullman	\$ 1,000			\$ 1,000
<b>TOTAL</b>				<b>\$ 127,378</b>	<b>\$ 247,266</b>	<b>\$ 4,500</b>	<b>\$ 379,144</b>

# Communities Represented through Funded Outreach Projects

State	Award Type	Title/Target	Institution	Consumers	Professionals	Special Pop.	Public Health	Public Library	CDPE
ALASKA	Project	Alaska Health Education Library Project	State of Alaska DHSS, Division of Public Health		X		X		
		Alaska Public Health Nurses, Needs Assessment	University of Alaska Anchorage		X		X		
		Arctic Health Website	University of Alaska Anchorage		X	X	X		
IDAHO	Project	Computer Health Literacy for Seniors in N. Idaho	Kootenai Medical Center, Coeur d'Alene	X	X	X			X
	Exhibit	Tribal Connections Project, Phase 3	Nez Perce Indian Tribe, Lapwai	X	X	X			
MONTANA	Exhibit	Idaho Hospital Association Annual Conference	Kootenai Medical Center, Coeur d'Alene		X				
		Voices of Hope	Voices of Hope, Great Falls	X	X		X		X
		Salish Kootenai College	St. James Healthcare, Butte			X			
OREGON	Exhibit	Salish Kootenai College	St. James Healthcare, Butte			X			
		Montana Library Association Meeting	Rocky Mountain College Library, Billings					X	
WASHINGTON	Project	Cyber Health Camp	SW Oregon Area Health Education Center, Roseburg	X		X			X
		Health Access for Elders on the Internet	Oregon Health & Science University, Portland	X		X			X
		Locating Resources for Children at Risk	Oregon Pacific Area Health Education Center, Corvallis		X				
	Exhibit	Tribal Connections Project, Phase 3	Umatilla Indian Tribe, Pendleton	X	X	X			
		Oregon Academy of Family Physicians	Oregon Health & Science University, Portland		X				
		Oregon Rural Health Association	St. Charles Medical Center, Bend		X				
Project	African Americans' Reach & Teach Health Ministry	AARTH, Seattle		X		X			X
	Central WA REACH	Washington State University, Pullman			X	X			
	Children with Special Health Care Needs	Children's Hospital & Regional Medical Center, Seattle		X	X	X			
	Cross Cultural Health Care Resource Center	Cross Cultural Health Care Program, Seattle		X	X	X			X
	Online Access to Reviewed Health Education Materials	Public Health - Seattle & King County		X	X	X			X
	Tribal Connections Project, Phase 3	Samish Indian Tribe, Anacortes		X	X	X			
	X-Plain Vietnamese Breast Cancer Tutorial	Harborview Medical Center, Seattle		X	X	X			
	NAACP and Bremerton Community Groups	NAACP Affiliate, Bremerton		X	X	X			X
	Families of Children with Special Health Care Needs	Children's Hospital & Regional Medical Center, Seattle		X	X	X			
	Ellensburg Community Groups	Kittitas Valley Community Hospital, Ellensburg		X	X				
Exhibit	Health & Safety in Western Agriculture	Washington State University, Pullman		X		X			
	Northwest Cancer Conference	Washington State University, Pullman		X		X			
	Western Migrant Stream Forum	Washington State University, Pullman		X		X			
TOTAL				14	20	18	5	2	7



## PNRML Membership Trends, 2001-2003

Total Full Members	
May 1, 2001	158
October 21, 2003	158

### Details for Full Members

Gains: 3 state hospital libraries  
 2 agency libraries  
 1 private library  
 1 academic library  
 Subtotal: gain of 7 libraries/7 full members

Losses: 6 hospital libraries closed  
 1 academic dental library absorbed by main library  
 Subtotal: loss of 7 libraries/7 full members

Net Change: Number of full members remains steady but 6 fewer hospital libraries. (Loss of almost 4% of region's hospital libraries)

Total Affiliate Members	
May 1, 2001	131
October 21, 2003	154

### Details for Affiliate Members

Gains: 23 new affiliate members, including agencies, community organizations, public libraries, and 3 consumer health libraries attracted by MEDLINEplus listing opportunity

Losses: 1 agency library (State Forensic Lab) becomes DOCLINE participant and full member (more a gain than a loss!)

Net Change: Almost 18% increase in affiliate members.

## UW Health Sciences Libraries Key Data Points, 2002-2003

Category	Fiscal Year 2003
<b>COLLECTION</b>	
Total Volumes	367,430
<b>Monographs Titles</b>	<b>136,023</b>
HSLIC	112,110
Social Work	23,629
KK Sherwood	284
<b>Serial Volumes</b>	<b>213,317</b>
HSLIC	199,481
Social Work	8,822
KK Sherwood	5,014
<b>Current serial subscriptions</b>	<b>1,819</b>
HSLIC	1,549
Social Work	188
KK Sherwood	82
<b>ACCESS TO MATERIALS</b>	
Items Checked Out	59,592
Items Used Onsite	285,566
Total Exit Count	571,174
<b>INFORMATION SERVICES</b>	
Reference Questions Total*	33,199
E-Reserve Hits	147,550
<i>Education Program</i>	
Orientations	52
Orientation Participants	1962
Education Sessions	274
Education Participants	4318
TOTAL Contact Hours	1453
TOTAL Sessions	326
TOTAL User Education Participants	6,250
E-Reserve Hits	147,550
HealthLinks Hits	7,610,452
Total Photocopies	1,627,029
<b>MICROLAB</b>	
Microlab sign-ins*	74,331
Microlab classes	904
<b>INTERLIBRARY LOANS</b>	
Document Delivery Requests	33,466
Items Loaned	19,806
Items Borrowed	7,159
<b>BUDGET</b>	
<i>Total expenditures</i>	3,478,949
Grant & Contract expenditures	1,750,915
<i>Collection expenditures</i>	
Serials (print and electronic)	516,107
Books and Software	89,450
<b>TOTAL STAFF</b>	
<i>Total Staff (FTE)</i>	67.75
Librarian/Professional Staff	29.20
Classified Staff	38.55
Grant & Contract (FTE)	15.58
<b>FACILITIES</b>	
<i>Net square feet</i>	78,240
HSLIC **	68,009
Social Work	8,371
KK Sherwood	1,860
<i>Study Seating</i>	510
HSLIC	347
Social Work	130
KK Sherwood	33
<i>Public computers/email stations</i>	228
Health Sciences Libraries	45
Microlab/Learning Commons	228

Fiscal Year: July 1 - June 30

\*Based on sampling survey

\*\* New Compact Shelving Basement added, HSLIC total includes 13,271 sq. ft.

## Guests

### University Of Washington

Betsy Wilson, Director of University Libraries

Louis Fox, Vice Provost, Educational Partnerships and Learning Technologies

Peter House, Director of Regional and Rural Education, Research & Support, Dean's Office, School of Medicine

Mark Oberle, Associate Dean for Public Health Practice, School of Public Health and Community Medicine

Gerald Oppenheimer, Health Sciences Library/PNRML Director Emeritus

### Speaking Network Members

Cheryl Goodwin, Swedish Medical Center, Seattle, WA

Margo Harris, Center for Children with Special Needs, Seattle, WA

Marcia Horner, Kootenai Medical Center, Coeur d'Alene, ID

James Morgan, Oregon Health & Science University, Portland, OR

### Network Members

Mary Diggs-Hobson, African American Reach and Teach Health Ministry, Seattle, WA

Linda Hendrick, Skagit Valley College, Mount Vernon, WA

Ellen Howard, Ethnomed Project, Health Sciences Library and Information Center, Seattle, WA

Larry Keil, HIV/AIDS Program, Public Health-Seattle & King County, Seattle, WA

Susan Klawansky, Children's Hospital & Regional Medical Center, Seattle, WA

Susan Long, Virginia Mason Medical Center, Seattle, WA

Chari McRill, Sno-Isle Regional Library System, Oak Harbor, WA

Kathy Murray, University of Alaska Consortium Library, Anchorage, AK

Pamela Murray, Northwest Hospital, Seattle, WA

Jane Saxton, Bastyr University, Kenmore, WA

Michelle Schewe, Fred Hutchinson Cancer Research Center, Seattle, WA

Neal Van Der Voorn, MultiCare Health System, Tacoma, WA

Christine Wilson Owens, Harborview Medical Center Interpreter Services, Seattle, WA

**NLM Site Visit to NN/LM PNR  
University of Washington, Seattle  
October 21, 2003**

**Agenda**

8:20-8:30	Purpose and Introductions
8:30-9:30	Discussion with UW Administrators
9:30-11:15	Program Review and Discussion
11:15-11:45	Discussion with Patrick W. O'Carroll, MPH, MD Health Administrator DHHS, Public Health Service Region X
11:45-12:00	Executive Session
12:00-12:30	Tour
12:30-1:00	Lunch
1:00-2:30	Discussion with Network Members
2:30-3:00	Wrap Up/Adjourn

**Team Members**

George Nolan, MD  
Ann Arbor, MI

Javier Crespo, MLIS  
Associate Director  
NN/LM New England Region  
University of Massachusetts Medical School  
Worcester, MA

Craig Haynes, MS  
Head, Medical Center Library  
University of California, San Diego  
San Diego, CA

Barbara Harness, MLS  
Librarian, Maine General Medical Center Library  
Augusta, ME

**NN/LM PNR Staff**

Sherrilynne Fuller, Director  
Neil Rambo, Associate Director  
Susan Barnes, Resource Sharing  
Coordinator  
Maryanne Blake, Education/  
Communication Coordinator  
Michael Boer, Information Technology  
Coordinator  
Patricia Bradley, Outreach Librarian,  
Tribal Health Connections  
Cathy Burroughs, Assistant Director for  
the Outreach Evaluation Resource  
Center  
Gail Kouame, Consumer Health  
Information Coordinator  
Linda Milgrom, Outreach Coordinator  
Roy Sahali, Community Resources  
Coordinator  
Miles White, Writer  
Pat Chinn-Sloan, Fiscal Technician/  
TC Webmaster  
Patricia Devine, Administrative  
Coordinator  
Lucas Reber, Systems Assistant

**NLM Staff**

Lynn Furtaw, MBA  
Contracting Officer  
Office of Acquisitions Management

Betsy Humphreys, MLS  
Associate Director  
Library Operations

Angela Ruffin, PhD  
Head  
NN/LM National Network Office